
Emlen, A. C. (1998). AFS consumer survey: From parents receiving child-care assistance. Prepared for Adult and Family Services Division, Oregon Department of Human Resources. Portland, Oregon: Portland State University, Regional Research Institute for Human Services.

In a survey of Oregon parents receiving subsidized child care:

- 41% of parents reported it very or somewhat difficult to find child care that matched their schedule.
- A higher percentage of parents of children with disabilities (31%) reported that it was difficult to find child care to match their schedule than the total sample (17%).
- 60% of parents reported having no other adult in the household to help with care.
- 41% of parents reported that their work or training required child care in the evening or on the weekends, and 25% reported that their need for child care varied as a result of rotating shift work.
- 42% reported having been helped by their local child care resource and referral service.
- 56% reported difficulty finding the child care they wanted.
- 27% reported that in choosing child care they had to take whatever they could get.

Quality as experienced by parents using subsidized child care:

- 54% of parents reported there are good child care options where they live.
- 9% of parents reported that having a child with a disability required a higher level of child care.
- Over 80% of parents were satisfied or very satisfied with the services provided by their caregiver, with the highest satisfaction reported for care by a relative.
- Caregiver flexibility in meeting parents' work and family needs is very important in choosing the type of caregiver.
- Parents using centers reported significantly less caregiver flexibility than parents using family day care, parents using relatives at home, or parents using care in the relative's home.
- One-third of families used multiple child care arrangements: 72% had child care arrangements outside the child's home, 31% in the home of an unrelated provider, 22% in the home of a grandparent or other relative, 15% in a center or nursery school, and 4% in after-school programs. The following factors are most important when choosing a provider:
 - The parent trusts the provider;
 - The child likes the provider;
 - The provider is able to meet the parent's schedule;
 - The location of the provider;

- The provider is registered or licensed with the Child Care Division;
- The amount charged by the provider; and
- The provider has completed training.

■ Over 80% of parents believed it important that their provider have basic health and safety and CPR/First Aid training, 77% believed it important for their provider to have training in child abuse prevention, 63% to have training in child development, and 60% to have training in infant-toddler caregiving.

■ There was little difference in perceived quality among the different types of child care, because so much variation in reported quality occurs within each type of child care.

■ Parents using center-based care and parents whose care was provided at home with an adult relative reported having somewhat better child care options (52%) than parents using family day care (42%) and parents where care was provided in the home of a relative (46%).

■ Parent-reported findings of quality of child care differ from quality ratings made by trained observers. Parents rated care much higher than trained observers, and rated family day care higher than care provided in the homes of relatives.

■ Parents reported the following as important factors regarding quality child care:

- Their child is safe with his or her caregiver (90%);
- Their child feels safe and secure (85%);
- The child care was a healthy place for their child (83%);
- The caregiver was warm and affectionate (76%);
- Their caregiver was open to new information (68%); and
- Their child gets a lot of individual attention (54%).